PODD Tips and Tricks

PODD COMPUTER BASED TRAINING (CBT)

1. It is important that everyone study the CBT before PODD is installed at your location. You can also refer to it anytime you need a refresher about how PODD works. Please note that this is not an AVIS tutorial. Please Ctrl+Click on the link below to access the CBT.
   http://transportation.ky.gov/motor-vehicle-licensing/Pages/PODDProject.aspx

WHO TO CALL

1. Scanner Problems.
   a. If the Fujitsu Model FI-7160 scanner breaks, call 1 (800) 866-357-3788. This is a priority number which should be answered immediately, bypassing the wanting queue. When calling this number be sure to have the scanner serial number (not the COT inventory #) when you make the call.
      i. The Fujitsu service rep will ask questions meant to determine if the problem can be fixed without replacing your existing scanner.
         1. Fujitsu may use the Fujitsu Toolbox, already installed on the KY network, to check the condition of the scanner.
      ii. If a new scanner is to be sent to replace your existing scanner, Fujitsu will send two emails. You must respond to each email.
         1. one from the Fujitsu service tech confirming the scanner is to be replaced.
         2. one from Fujitsu dispatch authorizing them to ship the scanner to be overnighted to a specific location.
   b. If the Fujitsu Model FI-6130 scanner breaks call the COT Help Desk at 502-564-7576.
2. MVL Help Desk - Customer Service Center 502-564-1257.
3. COT Help Desk – 502-564-7576 for Network issues; ID/Password issues; Keyboard, Monitor, Office laser printer and Fujitsu Model FI 6130 scanner issues.
4. Xerox Help Desk – (855)-249-1527.
   a. Xerox will send an additional print cartridge with first shipment. They will monitor print toner levels through their Xerox Toolbox Network monitoring software and send new cartridges when printer levels get low.
   b. Visit *www.Ky-mps.com and go to the link at the bottom of the page for Xerox Supplies Recycling Program*.
   c. Xerox delivered a three month supply of Decal sticker forms when the Xerox printers were delivered in December 2014 and January 2014. You should not have to contact Xerox to get additional decal paper as Xerox is monitoring the number of pages being printed out of each drawer in each printer and is required to send replacement decal paper as required. You should never run out of decal paper. That said, call the Xerox Help Desk AND the MVL Help Desk if you think you may run out of decal paper.

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PODD Related AVIS Tips

Printing Duplicate Receipts

1. **RD** - Registration Duplicate transaction is used to replace lost, stolen, damaged, etc. registration certificates, decals, plates or a combination at the request of the customer:
    a. This transaction will not print the original fees, instead it charges the customer a fee based on what's being replaced. The clerk can override the fee if required.
    b. The current Non-PODD process requires a preprinted "Inventoried" decal to be entered in the New Decal field to allow that decal to be issued.
    c. The new PODD process requires the plate number (or any value) to be entered in the new decal field to trigger the program to format and print a PODD decal on the new certificate.
    d. **If nothing is entered in the New Decal field, the program will not format and print a new decal on the new certificate.**
    e. If a replacement plate is entered in the New Plate field, a PODD decal will be generated and printed along with the new plate on the replacement certificate.

2. **CR** - Certificate Reprint Transaction is used to "reprint" a certificate that was damaged or failed to print at no fault of the customer:
    a. The same fees will be printed on this certificate as were printed on the original document but the fees will be charged only once in the AVIS fees reporting.
    b. The PODD "CR" Certificate Reprint process will also reprint the decal, if one was produced as part of the original transaction.
    c. **This reprint MUST be performed as the next transaction immediately following the transaction to be reprinted.**
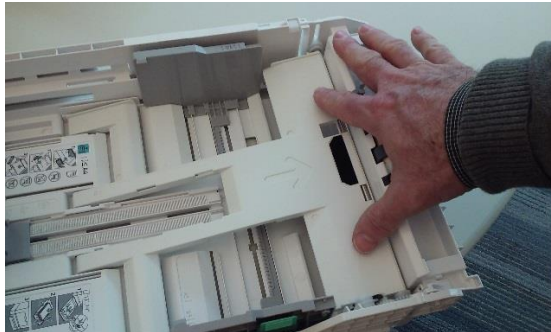
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Printing
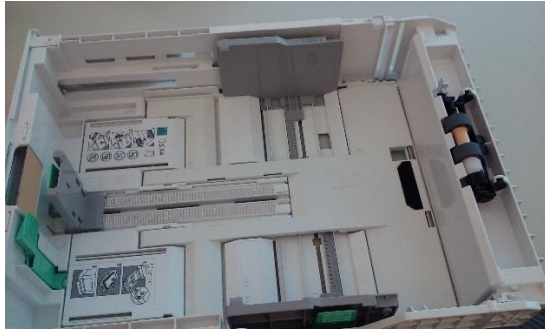
How to add paper to Xerox fi-7160 printer

1. Make sure the drawer's lift mechanism is not in the "Up" position.

   a. If it is firmly press down on it until you hear it click into position.

   b. If this not done, the tray cannot be inserted back into the printer

   c. You can now place paper in the tray (1 or 2) and insert the tray back into the printer.

Prepared by:
KAVIS TEAM

2. Trays
    a. **Tray 1** – (Decal paper) Decal face up and towards the front of Tray 1. Recommendation - Tape a note on Tray 1 "Decal Paper Only".
        i. **Install 1 ream of decal paper (100 sheets) in an empty tray**.
        ii. Do not install more than 100 sheets of decal paper in a paper tray.

    b. **Tray 2** - Plain paper goes in Tray 2.

3. Before placing a fresh ream of decal paper in the PODD Printer tray 1:
    a. Check the date of manufacture on the box the ream came from. Use the oldest paper first. Standard Register will not warrant the decal paper if it is not used within one year of manufacture date. Do not use decal paper that is older than one year.

 This box was manufactured in December 2014.

    b. Remove the paper from the packaging and fan all four corners of the new ream of paper, like you are preparing to shuffle a deck of cards.
    c. Allow the opened ream of decal paper to acclimate at least for 4 hours before placing the new paper in the printer.
    d. Conditioning a new ream of decal paper before loading paper into tray 1 is critical. The printer WILL JAM if you do not do this.

4. When printing a decal:
   a. The AVIS process now requires the plate number in the new decal field to trigger the program to print a decal on the new certificate.

Damaged Decals

5. If the decal is damaged while printing (e.g. ink smear, not legible, crumbled), the clerk should "Cancel" the AVIS transaction, check the printer and then rerun the transaction. Clerk should keep the damaged decals for auditing purposes.

6. If the decal is not damaged, but the registration receipt to which the decal is attached is damaged, the decal can be used and the damaged receipt can be replaced with a "Reprint" from AVIS.

PODD Printer

7. If the PODD printer is broken, call 855-249-1527. Xerox has a 4-hour window, starting when the initial service call is ended, to replace a broken printer.

Scanning

1. **Loading documents in the scanner**
   a. Make sure the AVIS registration receipt is on the first document scanned, with all other documents placed behind the AVIS registration receipt.
   b. Make sure the document(s) are placed in the scanner upside down and with the registration receipt facing the back of the scanner. (See photos below)
   c. *The supporting documents should be placed after the registration receipt in the following order.*
      i. *Application*
      ii. *Title*
      iii. *Re-Assignment*
      iv. *Power of Attorney*
      v. *Affidavit*
      vi. *Other documents related to the transaction*
   d. Make sure smaller documents are centered in the scanner tray, and placed immediately behind the registration receipt.
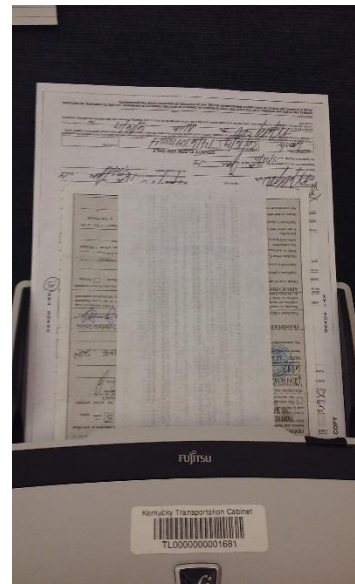
2. **Scanning Documents**
   a. Click on scanner icon on PC screen to scan documents (front and back of docs are scanned at the same time. You do not need to rescan to the other side)
   b. If the scanner was able to read the barcode on the registration receipt correctly, the scanning software's review screen will display a long file name. If the file name is not similar to what is indicated below, cancel the scanned images and rescan all the documents again.

GOOD SCAN INDICATED BY FILE NAME

The file name should look like this in the scanned image review screen.
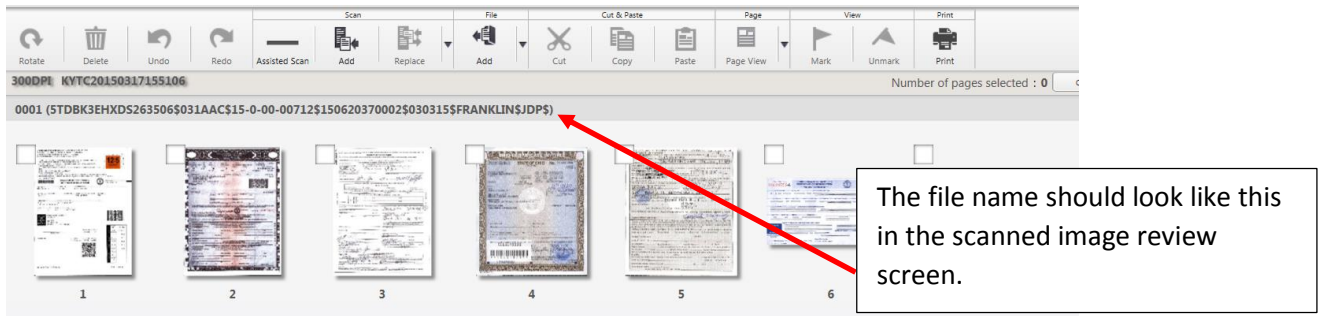
   c. **Important:** The receipt must appear in the top left corner on the PC screen when reviewing. If not, rescan and put documents in the correct order.

BAD SCAN INDICATED BY FILE NAME – RESCAN DOCUMENTS

   d. If the scanner did not read the barcode on the receipt properly the documents scanned will not be retrievable, the view of the scanned documents in the scanner screen will look like this:

"File Name" not long enough, will NOT be retrievable. Documents must be rescanned
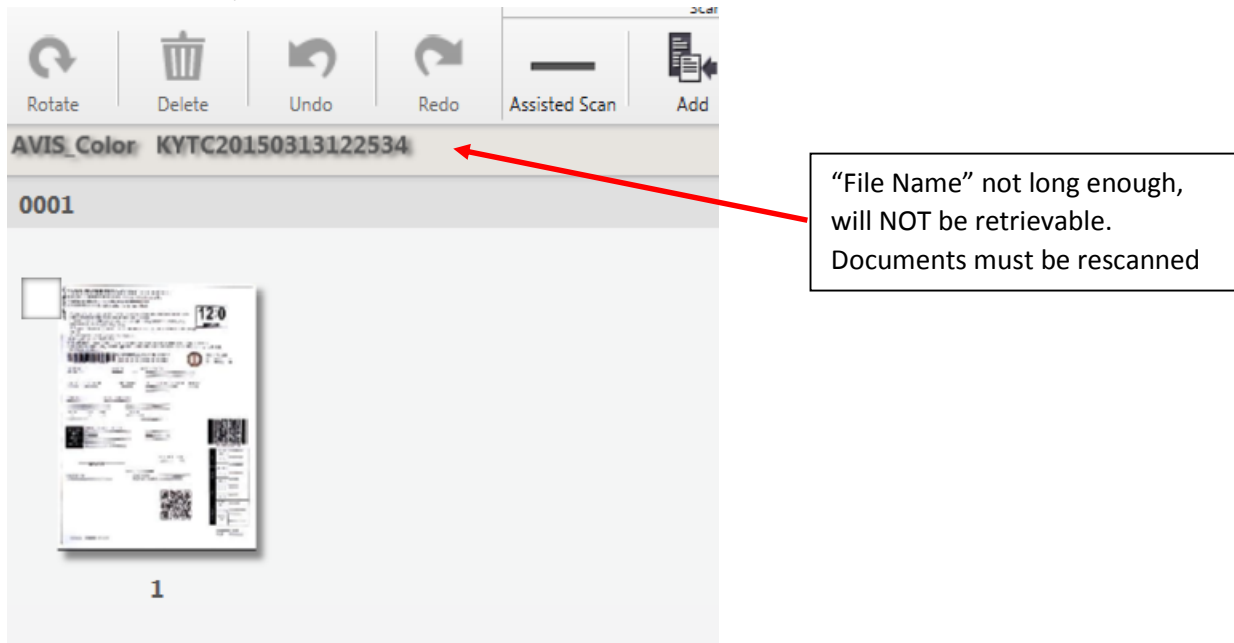
3. **Printing a copy of a Receipt**

    e. If a county wants to keep a receipt for accounting purposes, the clerk can print from the Paper Stream Capture "verify /correct image screen" before the documents are released to the PODD archive. The clerk would select the "print" icon at top right of the toolbar, a Print pop-up box will appear. The clerk will select the "Pages" radio button and type in "1" in both the "from" and "to" boxes. Then click on the "ok" button to print the receipt. The document will be printed to the network printer, which should be the "default printer".
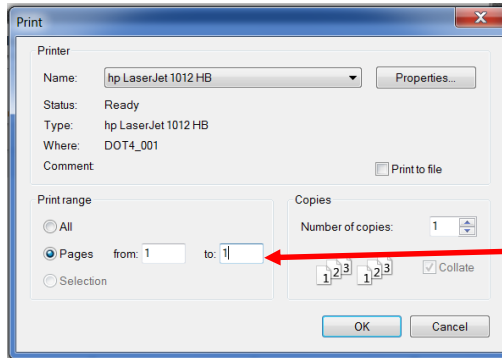
Enter a 1 in both boxes to print a copy of the PODD Receipt

    f. Give the actual receipt to the customer. Store the other title documents until MVL Approves the application and emails you authorization to shred the documents.

4. **Slow scanning:**

    a. It should take 10 to 20 seconds to scan a set of documents, if it is take much longer:

        i. "Shutdown"your computer, then shutdown your scanner.

        ii. Wait for 3 seconds.

        iii. Power on the scanner

        iv. Start the computer and log back in.

        v. Try scanning the document again.

    b. If it is still taking more than a minute to scan a document, call the COT help desk.

5. **Marking up Reciept Documents**
   a. When marking up the Receipt and rescanning, do not markup the area with the QR Barcode. If this happens the scanner will not be able to read the barcode and the document will NOT be retrievieble.

Do not mark in this area.

NOTE:
If the AVIS transaction is completed, but SharePoint is down, DO NOT SCAN any more documents until SharePoint comes back up. If the scanner is down, it will have a "red" light in the "review box; the clerk needs to click on the "red review" to review the documents. When SharePoint is available, double click on the documents cached at the bottom of the screen. If SharePoint is "active' again, hit the "release" button to update them to SharePoint. The scan is "date stamped" when it releases to SharePoint. If a document is on your workstation when SharePoint goes down, another user can "release" a document to SharePoint.

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Q&A

1. Can we open the icon for SharePoint at the beginning of the day and leave it open like other programs?
   a. Yes
2. Will the expectation be to scan all registrations with the decal intact? Will this affect the scanner?
   a. Yes that is the expectation and no it will not affect the scanner.
3. How often are we to expect SharePoint to be out of service?
   a. Access to SharePoint is dependent on many variables, such as network load and status, server load and status, as well as, local load on the network. Keeping use of the workstations to County Clerk business only will go a long way to maintaining availability to SharePoint.
4. When it is out of service does this mean we can't give documents such as the new registration to the customer?
   a. The clerk should make a copy of the receipt and give original to the customer. Then scan receipt copy and the supporting documents into SharePoint. The clerk will keep the supporting documents for approximately 3 weeks. When SharePoint come back up, the clerk will scan receipt and other documents into SharePoint when it comes back up.
5. How many transactions can it hold before they have to be released?
      i. Depends on the size of the transaction and the amount of free disk space on the scanning PC.
   b. Do we have to wait for SharePoint to come back into service before the next transaction?
      i. YES.
   c. Can transactions be processed and scanned later if SharePoint is out of service?
      i. Yes.
6. In a situation where you are renewing a fleet with 30 registrations, will each registration have to be scanned separately or will it handle it as 30 different transactions since they all have a different bar code?
   a. Batch scans can be performed, but It is our recommendation that each receipt is scanned as they come off the printer to allow the network and system time to complete the process.
   b. If I batch scan, do I have to "release" each document individually or can I "release" all 30 at the same time to SharePoint? After you review the documents, you can hit the "release" button one time to send to SharePoint.
7. Released/Scanned transactions, what will we do for back-outs?
      i. The Back-Out transaction is processed in AVIS as it is now, then the receipt is scanned into the SharePoint.
   b. Will we rescan the registration for this or will we add an additional page?
      i. The registration receipt is scanned into SharePoint along with any supporting documentation.
   c. Can we insert a page or rescan all the documents from the transaction?
      i. Yes, as long as the receipt with the barcode is the first document scanned.
8. A customer's transaction is processed and they have their receipt, the customer turns around and we now need to cancel their transaction. Maybe they wanted a speed title or they have an address change, does something need to be scanned for cancellations.
   a. A receipt will be printed, which can be scanned into SharePoint.
9. Since it is covered in the CBT, we assume some amount of outage is to be expected. Will there be times we should expect issues, such as the end of the month and times when all clerks are busy and using the program?

    a. System failures and network outages are not predictable. We have been assured by COT that our networks can handle the load; the system has been sized for 12,000,000 documents being added to the system per year.

    b. Access to SharePoint is dependent on many variables, such as network load and status, server load and status, as well as, local load on the network. Keeping use of the workstations to County Clerk business only will go a long way to maintaining availability to SharePoint.

10. Jam & Reprints. If we issue a registration with a decal and we need to reprint a new one, will it know which kind of paper to reprint on?

    a. Yes.

11. Will there be a report for missing scans?

        i. No

    b. For renewals and transfers?

        i. The AVIS reporting will not change.

    c. Is there a scan for every control number?

        i. Yes, every transaction that has a control number will generate a receipt that can be scanned.

12. May we see the watermark on the paper at the orientation?

    a. Yes

13. If we do an address change will we now are required to print a registration?

        i. PODD did not change AVIS functionality, if a registration receipt was printed before PODD, it will be printed after PODD is installed and then will need to be scanned.

    b. Currently we sometimes will make the address change and not print a receipt.

        i. Same as above.

14. Can we change the email address we gave you for corrections?

    a. Yes, contact MVL.

15. Why are we emailing a transmittal report to Revenue?

    a. County Clerk will not have to email their transmittal report to Revenue. Revenue will now receive a report, electronically, from KYTC.

16. Corrections vs. Balancing. What happens when a transaction is backed out of AVIS but not out of Point of Sale?

    a. This is outside of PODD functionality. You will continue to use the same process as you are currently.

    b. PODD did not change AVIS functionality, if a registration receipt was printed before PODD, it will be printed after PODD is installed and then will need to be scanned.

17. Where do I get "farm signatures" since I do not have red receipts?

    a. Farmers will sign the receipt than is scanned into SharePoint.

18. We write notes on "red receipts", how can I do this after PODD is implemented?

    a. Retrieve the receipt from SharePoint and print it out (or make a copy before giving receipt to customer), then make notes and rescan it back into SharePoint.